

ways to improve the business.

- **Helps people understand better how the pieces of the business work together:** the model of the business gives viewers an integrated view of how the business works and how they relate, which provides a valuable context for understanding why something that does not entirely make sense locally could be proper for the business as a whole.
- **Keeps users focused on successfully implementing strategic priorities:** The ability to constantly view and be aware of what is in the approved strategic goals and initiatives portfolio keeps members of the organization aligned around common strategic priorities
- **Makes the management process more cost effective by having information and knowledge available when it is needed:** the linking of plans, goals, resources, people and projects into a relational database accessible via the Internet makes valuable information available almost immediately.

Please amend the paragraph at page 14, line 30-page 15, line ⁸9 as follows:

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2/18/10

For example, even if a goal “expand business with the most profitable customers” has been entered, ideas related to the goal have not been entirely fleshed out, resources have not been allocated, plans have not been formulated, and accountability has not been assigned. The goal is without projects necessary to bring about the desired results. To begin to put these projects together, users can use the gap analysis feature to view each domain and sub-domain in terms of how each domain or sub-domain would have to change if the goal is to be achieved. As users identify these changes, they create in effect a vision of a different company that would achieve the goal (see Fig. 12). In this example, two projects or goals to expand business with profitable customers are: to ~~deeper~~ deepen relationships with high net worth clients, and to have profitable products for every segment. Each of these two projects or goals may also in turn be analyzed in the gap analysis process to create other projects or goals that will make them a reality.

Please amend the paragraph at page 17, line 25-page 18, line 1, as follows:

The Agile Company can be added to or made accessible from the Agile Manager and provides a survey that employees can take to assess how well the company or organization is managed in view of high performance criteria. The Agile Company software can be downloaded onto the client's server and a user on the network can complete a questionnaire of multiple pages, such as 20 pages, (exemplified in Fig. 34) and then the software can tabulate results to show strengths and weaknesses for sample analysis. The Agile Company also has templates that can be made available to help clients get started with a change program designed to improve specific high performance traits ~~(exemplified in Fig. 36).~~ The goal "expand business with most profitable customers" shown in Fig. 36 is set up with such a template.

Please amend the paragraph at page 20, lines 12-14 as follows:

- **Rank:** (not shown) this ~~held-field~~ is available for formulas developed for each client for calculating the ranking of each goal and initiative, including the combined values of initiatives contributing to a particular strategic goal.

Please amend the paragraphs from page 25, line ²³24 through page 26, line 20 as follows:

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2/18/10

Continuing with domain hierarchies 4008, domain hierarchies may contain only domains 4009. A single domain 4009 is at the head of each domain hierarchy 4008. A domain may have other domains (termed *subdomains*) as its children. The structure of the hierarchy is again indicated by arrows 4124012. Any goal in a goal-project hierarchy 4011 may belong to a single domain 4009(i), but a goal need not belong to any domain. The top goal in goal-project hierarchy 4011(1) belongs to no domain. The goals that belong to a domain may belong to different goal-project hierarchies 4011. These relationships are shown in FIG. 40 by arrows 4010. Thus, as show there, goals from goal-project hierarchy 4011(1) and 4011(m) may belong to domain ~~401(k).~~ 4009(k).

Access to domains, goals, and projects is by collaborator groups 4003. A given collaborator group 4003(i) may have access to any combination of domains, goals, and

to the collaborators, while the tables 4255 and 4257 in portion 4251, finally, permit collaborators to provide time-based reminders to themselves. The tables in the portion labeled 4241 record on-line discussions among the collaborators. The contributions to the discussions are rows in discussion table 4243 and discussion reply table 4245. Each row specifies the row in table 4215 for the hierarchy entity the discussion is about and the collaborator who is the source of the discussion. The rows are further *threaded*, that is, the rows in the tables contain fields which make it possible to see the manner in which the contributions to the discussion relate to each other both temporally and as contributions and replies. The tables in the portion labeled 4219 record information such as documents which the collaborators make available to each other; those in the portion labeled 4224 record correspondence among the collaborators. As is apparent from the arrows emanating from the tables that contain information, the items of information may be related to collaborators, to hierarchy entities, or to both. For example, a message represented by a row in table 4225 is related via table 4227 to the collaborator to whom it is addressed, while an item of information represented by a row in table 4221 is related via table 4229 to a hierarchy entity and, as indicated by the arrow to table 4247, to a collaborator as well.

31 29

Please amend the paragraphs at page ~~32~~, line ~~1~~ through page 33 line 30 as follows:

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2/18/10

Group type table 4205 has a row for every group type. In the preferred embodiment, there are four group types: site administrator, manager, user, and viewer. The group type is identified by GROUP_ID field 4303 Key field 4311; the type type's name is contained in GROUP_Type field 4313. ~~with the type's name being given in GROUP_NAME field 4305.~~ SECURITY_LEVEL field 4315 is a numeric value for the type identified by GROUP_ID field 4303 Type Key 4311. In a preferred embodiment, the maximum access given to collaborators by the group types is as follows for the various group types:

- **Site Administrator:** a collaborator belonging to a group that has the Site administrator type may modify the model in any fashion. He or she may create Groups, Users, Domains, Initiatives, Goals, and Projects, assign group types to